

# VERIFICATION

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Nancy Christensen, MSEd, RD, SNS  
Consultant

# Today's Agenda

- Review the purpose of verification
- Review the process for verification and the common errors made
  - Timeline
  - Sample selection
  - Requirements
  - Pitfalls
  - Tools: ICAVES Part 1 and Part 2
- Direct verification
- Verification for cause
- Review the reporting processes
  - Reporting no verification completed

# Purpose of verification

- Verification is the confirmation of eligibility for free and reduced price meals under the National School Lunch Program and the School Breakfast Program.

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The verification process confirms the integrity of the school meals programs. It is NOT designed to confirm the eligibility of every applicant and participant. Verification is only required when eligibility is determined through the application process, not through direct certification. Reference: Part 8, *Eligibility Manual for School Meals*.

# Who must complete verification?

- All public and non-public schools participating in school meals program
- All residential care facilities (RCCIs) that have day students

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RCCI day students are subject to verification. RCCI residential students are NOT subject to verification.

# Who is exempt from verification?

- RCCIs without day students
- Participants in special milk programs and no other school meals program
- Schools with no free or reduced price eligible students are exempt from conducting verification but are required to file a report

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If your program is exempt from verification, the CNP 2000 will give you a message that says

**Verification Summary Report is not Required.**

If you do not see this message, a report is required.

LEAs with split session kindergarten participating in Special Milk Programs may choose not to include these children in the verification pool.

# Standards for verification

- Confirmation of ALL income on the Iowa Eligibility Application
- Confirmation of foster-child status
- Confirmation that children receive FIP
- Confirmation that children receive Food Assistance

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NEW INFORMATION!!! Confirmation of eligibility of ONE child for FIP or Food Assistance confirms the eligibility for ALL kids in the household. Reference USDA memo SP38-2000.

More information has been provided in a memo and a training is being set up for September 24. Powerpoint slides will be posted for this topic after September 24.

## Process: Timelines

- No **earlier** than October 1: select sample
- No **later** than November 13: complete verification
  - **EARLIER IN 2009!!!**
- No **earlier** than December 1: report will be available on line at CNP 2000
- No **later** than January 15: submit report on line

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The dates for selection of the sample, for completion of the verification process and for making the report are set by rule. The December 1 date is due to some requirements in the CNP 2000 operating system.

LEAs may estimate the number of applications they expect to have on October 1, based on past experience, and start the process earlier than October 1. BUT the final verification sample size must be based on the applications in hand on October 1.

# Process: Sample selection

- Step 1: Determine sampling technique



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Sample selection procedures begin on page 67 of the manual. The selection of a correct sample procedure will determine the sample size and the method of selecting applications.



# Determining non-response rate BASED ON LAST YEAR'S RESULTS

$$\frac{\text{\# of non-responsive applications on line 11}}{\text{Total applications verified on lines 7+8+9+10+11}} \times 100$$

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Go to the 2008-09 verification summary report for your school and do the math! If your non-response rate is LESS THAN 20%, you may use an alternate method.

Very large schools (more than 20,000 students approved for meal benefits based on applications) may qualify if the non-response rate last year was significantly improved. If your school meets the requirement for the number of students approved based on applications and you wish to investigate this possibility, refer to page 69 and contact the State Agency.

## Determining non-response rate example 1

4 non responsive applications

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14 applications verified

$\times 100 = 28.6\%$

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This school is NOT eligible for alternate sampling techniques because the non-response rate is greater than 20%.

## Determining non-response rate example 2

$$\frac{4 \text{ non responsive applications}}{24 \text{ applications verified}} \times 100 = 16.6\%$$

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This school is eligible for alternate sampling because the non-response rate is less than 20%.

# Process: Sample selection

- Step 1a: Determine non-response rate
- Step 1: Determine sampling technique
  - Basic sampling:
    - Available to any school district
    - 3% of applications subject to verification
    - Drawn from error prone applications
  - Alternate sampling
    - Two choices: Random or 1.0% + 0.5% (also called focused)
    - Must qualify with a non-response rate **less than** 20%

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Basic sampling is available to all schools. This is the most commonly used method to select the samples. It is the easiest math.

Alternate sampling is only available to schools that had less than 20% non-response rate last year.

# COMMON ERROR #1

- You reported that you used a verification sampling process for which you were not qualified
- Causes:
  - ☐ you reported using alternate sampling when you were only qualified for basic sampling
  - ☐ you clicked the wrong box on the report

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This is a common error made by schools.



# COMMON ERROR #1 CORRECTION

- Calculate the non-response rate carefully.  
Double check your work
- Check the correct box on the report

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It is important that you use an allowed sampling technique and that you report your sampling process accurately.

# Alternate sampling

- Qualifications: last year's verification non-response rate must be less than 20%
- Alternate random: draw 3% randomly from all applications subject to verification
- Alternate focused: draw 1% from all income applications plus 0.5% from applications based on FIP or Food Assistance

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Using “alternate random” is the ONLY time you pull applications for verification randomly from the whole pile of applications. This is ONLY an option for LEAs that had less than 20% non-response last year.

Alternate focused is the most difficult method to calculate a sample and requires the most attention to sorting applications to select a sample. Because of rounding, the actual sample size may not change and can be greater than using basic methods. Most Iowa schools will NOT find this to be an efficient use of time.

## Step 2: Sample Size Determination

- NEW REQUIREMENT: **EXACT** SAMPLE SIZE
- Verifying all applications no longer permitted
  - May NOT ask for verifying information at time of application
  - Direct verification of all FIP/Food Assistance numbers not permitted
- Rounding UP required

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USDA's rules require that the sample size be **exact** no matter which method is used. You do NOT get extra points for verifying more applications than are required. In fact, verifying a sample that is too large will result in an invitation to attend more training next year. It can result in a requirement for corrective action if it is found during a review. Please review the material at page 66 of the manual.



## COMMON ERROR #2

- You reported that verification was completed on 100% of your applications
- Causes:
  - ☐ you required or encouraged all households to provide proof of eligibility at the time of application
  - ☐ you verified all applications
  - ☐ you included ALL your applications on line 7 rather than just the ones you verified

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Requiring or encouraging households to provide proof of eligibility at the time of application is NOT PERMITTED. Using the information to verify eligibility of all applications is NOT PERMITTED. Refer to page 66 of the manual.

HELPING people fill out their applications is expected. USING the information they bring with them is OK. Verifying eligibility at the time of application or selecting applications that you already have verification information for is NOT OK.

## COMMON ERROR #2 CORRECTIONS

- DO NOT require or encourage households to provide proof of eligibility at the time of application
- DO NOT verify all applications
- Report ONLY the applications you verified on lines 7 through 11

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A common error is reporting the status of ALL applications rather than just the applications verified. As we review the verification summary reports from LEAs, we can't tell if this means that you really VERIFIED all the applications or if you are just REPORTING the status of all the applications.

Report ONLY the results of the applications you verified during ROUTINE verification.

Verification for cause is required for all questionable applications, but these verifications are IN ADDITION TO regular verification and are NOT reported on the verification summary report.

# COMMON ERROR #3

- You reported that the verification sample selected was larger than permitted
- Causes:
  - 1. you reported using alternate focused (1% + 0.5%), but pulled a 3% sample
  - 2. you reported the results of verification for cause
  - 3. you miscalculated
  - 4. you did some extra “just in case”

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You do not get extra credit for doing more verification than the exact sample. You are not required to pull an additional application for verification to replace a household that did not respond. Particularly, do NOT verify FIP or Food Assistance applications routinely.

## COMMON ERROR #3 CORRECTIONS

- Double check that you report the correct sampling technique
- Report ONLY the results of regular verification
  - ☐ Do not report verification for cause
- Double check your calculations
- Verify an exact sample

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Keeping good records and having someone review your work will help avoid these errors.

# COMMON ERROR #4

- You reported that the verification sample selected was smaller than required
- Causes:
  - 1. you reported using alternate random or basic (3%) but pulled a 1% + 0.5% sample
  - 2. you rounded down
  - 3. you miscalculated

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Make sure you understand what you are reporting when you report the sampling technique. Remember that the sample size is ALWAYS rounded up.



## COMMON ERROR #4 CORRECTIONS

- Double check that you report the correct sampling technique
- Round UP, no matter what
- Double check your calculations

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Ask another staff member to review your work.

# Applications subject to verification

- All applications based on income
  - Includes foster children
  - Includes temporarily approved applications based on zero income
- All applications based on FIP or Food Assistance
  - NOT directly certified (letters or electronic)

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You may have applications for children who were not identified during direct certification, even though their siblings were identified. WITH THE CHANGE IN USDA RULES, THESE CHILDREN MAY NOW BE DIRECTLY CERTIFIED. THIS WILL REDUCE YOUR VERIFICATION POOL AND WILL REDUCE THE NUMBER OF APPLICATIONS YOU MUST VERIFY.

Children who are directly certified are NOT subject to verification. DO NOT “check up” on the children whose names are on the direct certification list using ELookUp. Benefits must be extended to these children (and other children in the same household, based on the changed USDA rule).

Applications temporarily approved based on zero income must be included. Reference page 74 of the manual.

# Applications NOT subject to verification

- Carry over applications
- Homeless and migrant applications or students determined to be homeless, migrant, Head Start enrollees
- Applications not in hand on October 1

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Households that submit their applications on October 2 are not in the pool. The applications are not reported in column B, questions 4 and 5.



# Error prone applications

- Those applications close to the upper limit of eligibility:
  - Within \$100 monthly or \$1200 annually of the UPPER limit
  - Applies to income applications determined to be free or reduced price but close to the UPPER limits for eligibility
  - DOES NOT APPLY TO PAID

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For basic and alternate focused sampling, the emphasis is on applications that are close to the cut off point of not qualifying.

# Error prone example 1

- Household of 5 reports annual income of \$33000
- Upper limit for free benefits for household of 5 is \$33527
- $\$33527 - \$33000 = \$527$
- Within \$1200 annually

## Error prone example 2

- Household of 3 reports monthly income of \$2750
- Upper limit for reduced price benefits for household of 3 is \$2823
- $\$2823 - 2750 = \$73$
- Within \$100 monthly

# Basic sampling

- 3% of all applications subject to verification
- Drawn from error prone applications
  - If not enough error prone applications, the rest of the sample is taken randomly from all applications

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This is the method most commonly chosen by schools. It is the easiest to do because it requires little math.

If there are not enough error prone applications, the school should take all the error prone applications and make up the difference with a random selection.

# Basic sample example 1

200 applications subject to verification

5 are error prone

$200 \times .03 = 6$  (the exact sample size needed).

The LEA selects the 5 error prone applications and one other application randomly

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This is an example of how an LEA with only a few error prone applications would select an exact sample. The sixth application drawn from all applications may be a FIP or Food Assistance application or an income application that is not error prone.

## Basic sample example 2

87 applications subject to verification

5 are error prone

$87 \times .03 = 2.61$  rounded up to 3.

Applications are selected randomly from error prone applications. This means that 2 of the 5 are NOT verified

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In this example, the LEA will verify ONLY income applications. The 3 applications selected must be taken at random from the error prone applications.

# Alternate Sampling: Random

- 3% of applications subject to verification
- Drawn randomly without regard to income, FIP, Food Assistance, error prone status

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Remember that only schools that experienced a non-response rate less than 20% last year can use this method. Each application in the sample pool has an equal chance of being selected for verification.

# Random Sampling Example

- 87 applications subject to verification
- $87 \times .03 = 2.61$  rounded up to 3
- Draw randomly from ALL applications
  - Random draw may result in FIP, Food Assistance, foster, free applications by income or reduced price applications

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Notice that the LEA will verify the same NUMBER of applications as in basic sampling. But all applications in the sample pool have an equal chance of being selected for verification.



## Alternate Sampling: Focused (1%+0.5%)

- Draw 1% of all applications subject to verification
  - Draw from error prone applications
- Draw 0.5% of all applications subject to verification
  - Draw from FIP or Food Assistance applications

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Remember that this is restricted to schools that had a non-response rate less than 20% last year. This is the most difficult method to use because of the math and the need to sort applications so specifically. This is usually not an efficient choice except for schools that have a lot of applications. For smaller schools, this may not result in a reduction in the number of applications required and may increase the number.

# Alternate focused 1% + 0.5%

## Example 1

- 87 applications, 54 based on income including 6 error prone, 33 based on FIP or Food Assistance
  - 1% based on income:
    - $87 \times .01 = 0.87$  or 1.
    - DRAW FROM THE 6 ERROR PRONE APPLICATIONS
  - 0.5% based on FIP/Food Assistance
    - $87 \times .005 = 0.435$  or 1.
    - Draw randomly from 33 FIP/Food Assistance applications

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Using the same example as earlier, the LEA calculates the number of applications to be drawn. Notice that the sample size is calculated on the WHOLE pool of applications, not 1% of income applications and 0.5% of FIP or Food Assistance applications. The applications required to meet the sample size are then pulled from the appropriate group of applications.

This sampling technique will increase the likelihood that a FIP or Food Assistance application is pulled for verification and will decrease the likelihood that an income application or an error prone application will be selected.

## Alternate focused 1% + 0.5% example 2

- 200 applications, 160 income with 5 error prone, and 40 based on FIP or Food Assistance
  - 1% based on income:
    - $200 \times .01 = 2$ .
    - DRAW FROM 5 ERROR PRONE APPLICATIONS
  - 0.5% based on FIP/Food Assistance
    - $200 \times .005 = 1$ .
    - Draw randomly from 40 FIP/Food Assistance applications

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In this example the LEA will verify 3 applications, rather than 6 if using the basic or alternate random method.

# RANDOM MEANS RANDOM

- Random selection means that all applications have an equal chance of being chosen for verification
  - For basic or alternate focused sampling, all error prone applications have an equal chance
  - For alternate random, ALL applications have an equal chance

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LEAs may not select applications for routine verification preferentially from among those that

1. are questionable and should be verified for cause in addition to regular verification;
2. were submitted with documentation of income or other eligibility;
3. were submitted by members of a protected class.

For selection from a small number of applications, a face-down selection may be OK. For larger numbers of applications, divide the total number of applications from which the sample will be drawn by the number of applications to be drawn. For example, if 3 applications are to be drawn from a total pool of 87 (as in the earlier examples), divide 87 by 3 to get 29. Select one application randomly from among the first batch of 29 applications. Start counting through the remainder of the applications, with the first application AFTER the one you selected as number one. Choose the 29<sup>th</sup> application as the second application to be verified, and begin counting again with the next application as number one. The 29<sup>th</sup> application will be the third application to be verified.

## Direct Verification for FIP and Food Assistance Households

- Use ELookUp as much as possible
- If one child is verified, the whole household is verified
- Try not to call DHS
- Notify the household if they have been selected and verified
- Request information from the household **ONLY** if direct verification does not work

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This is a significant change from past practice, because of the changed USDA policy regarding categorical eligibility. Iowa has not emphasized using direct verification in the past. With the change in policy, direct verification can be a significant time-saver for LEAs if the household can be directly verified.

Remember that verification is **ONLY** conducted on applications, **NOT** on students who are directly certified. But if one student on an application is directly certified or can be directly verified using ELookUp, then **ALL** students on the application are verified.

LEAs whose samples include applications based on FIP or Food Assistance should prioritize using ELookUp to directly verify households as soon as the sample is selected. If these applications can be directly verified without needing to contact the household for verification information, the LEA's work load will be reduced and verification will be completed earlier.

Due to the work level of the DHS offices, particularly the urban offices, the information may not be available to LEAs in time to complete verification.

Remember that direct verification, whether from ELookUp or DHS, can **ONLY** be used to confirm that the household is eligible. If no student in the household can be directly verified using either ELookUp or DHS information, then the household **MUST** be given an opportunity to demonstrate eligibility based on their own records.

Refer to Part 9 of the *Eligibility Manual for School Meals* for more details in using direct verification. **CAUTION:** the manual has not yet been updated to reflect the change in USDA policy regarding the extension of categorical eligibility to all students in a household.

# Categorical Eligibility

- Ignore income information on an application with a FIP or Food Assistance number
- Missing siblings from directly certified households may be added to direct cert lists

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Households with some students who are FIP or Food Assistance eligible may have provided applications with income information or applications with eligibility based on income for some students and FIP or Food Assistance for others. You may convert all these students and all these applications to FIP or Food Assistance applications prior to verification.

Similarly, some households may have provided applications with FIP or Food Assistance numbers for students who were not on direct certification lists or letters. These applications may be disregarded and removed from the verification pool and the students on these applications extended benefits on the basis of direct certification.

## Step 3: Requirements

- Toll free contact
- Confirm all applications selected for verification
  - ☐ Confirming official must be different person from determining official
  - ☐ Sign and date application where indicated

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Toll free numbers may include the district's current toll free number, or the district may accept a collect call, or another method to take and return questions that are at NO COST to the households. Any telephone method that permits households to contact the LEA for help or information at no cost will meet these requirements.

You may confirm all applications, but you **MUST** confirm applications selected for verification. If in the confirmation process an application is found to have an error in the initial determination, refer to pages 70-71 of the manual for direction.

## Step 3: More Requirements

- Notify all households selected for verification
- Use prototype III
- Recommendation: set a reasonable deadline for returning material to demonstrate benefit eligibility

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When setting the deadline for returning the information, keep in mind the November due date. You should give households a reasonable amount of time to get the information back to you. Give yourself a reasonable amount of time to do the checking and any followup needed.

Households that were directly verified may be notified that they were selected AND notified of the results at the same time.



## Step 3: Requirements, cont.

- Handle verification information promptly as it comes in
- Notify households of outcome of verification
  - Use Prototype VI

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It is important to work on verification as the information comes in. Households may provide you with only part of the information needed or may send in conflicting information. Give yourself enough time to do followup when there are questions about the material.

Households that were directly verified may be notified that they were selected and that they were directly verified at the same time.

## Step 3: Requirements, cont.

- Provide 10 calendar day notice if benefits are reduced, to allow for an appeal
- Make changes to reduce benefits **within** 10 operating days **AFTER** the appeal period ends.
- Make changes to improve benefits **within** 3 operating days. Fewer is better.

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Notice that the appeal period is in CALENDAR days and the period during which you must make the changes is in OPERATING days. The 10 calendar day appeal period cannot be shortened by the LEA. If the household appeals, the benefits continue until the appeal is heard and the notice is sent to the household. At that point, the changes may be made within the timelines specified.

A reduction in benefits include these things:

1. a household goes from free to reduced or paid
2. a household goes from reduced to paid

Improved benefits include only a move from reduced to free.

# Appeal notice example

- November 10, Tuesday: verification info moves family from free to reduced, and you send letter that day
- November 20, Friday: close of the appeal period
- November 23, Monday: benefits changed to reduced (you are efficient!)
- December 8, Tuesday: benefits must be changed no later than today

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Look at your calendar to review this example. This example assumes your LEA is closed for Thanksgiving Thursday and Friday but is operating on all other weekdays. You may keep a student on free until December 8, or change as early as November 23. This is your choice but consider the household's situation.

## Improved benefits notice example

- November 10, Tuesday: verification info moves family from reduced to free, and you send letter that day
- November 13, Friday: benefits changed to free no later than today

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You may change the benefits as early as November 10. Faster is better.

# Non-responding households

- One follow-up call or contact required for non-responding households
  - Multiple follow-up calls are not required
  - Set reasonable deadlines for returning material to demonstrate eligibility
  - Keep in mind the November 13 deadline!!

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Any contact is OK: letter, call, email, personal visit. Just be sure it is documented. When setting due dates for verification material to be sent in, keep in mind that you must make this one followup contact if a household misses the deadline. Build into your timeline enough time to make the call and for households to get back to you.

You are not required to follow up several times. You are not required OR ALLOWED to replace the household that does not respond with another household. Just document that you contacted them and report them as non-responsive.

If the household does not respond by the due date, you must send a notice of termination dated NO LATER THAN November 13, which starts the 10 calendar day appeal period.

# Replacing households

- Households may be replaced after confirmation if the LEA believes the household would not be able to respond to verification
  - limit: 5% of the verification sample
- Households that move away during the process must be replaced by a similar household
  - Income replaces income, error prone replaces error prone, etc.

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How the LEA decides that a household would not be able to respond to verification should be documented. Examples of reasons a household would not be able to respond might include a recent catastrophic illness or accident, a household fire, recent immigration, little ability to read or understand English and an absence of translated material or an interpreter. If 5% is less than 1, the LEA may replace 1 application.

Households that move away must be replaced. Work closely with the admissions and attendance staff to stay on top of this issue.

# Pitfalls and causes of errors

- Be certain your sampling process is correct
- Be certain your sample size is correct
- Set realistic deadlines for getting material back from households
- Provide toll free help line for households and respond promptly
- Help households that need help
- Maintain complete records

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This is a short list to help you keep on track to complete verification correctly and on time.

# When is verification complete?

- Correct sample size has been selected
- Households have been notified
- Verification proof has been submitted and reviewed. Households have been notified of benefit status OR
- Non responsive households have been notified of benefit termination

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Look at the verification summary report if you need a reminder. The definition of “complete” is just below line 13



# Other Errors in Verification

- All income is not verified. Example:
  - ☐ John and Mary both report income on the application
  - ☐ Only John's pay stubs are submitted
- Households submit conflicting information. Example:
  - ☐ John reports only disability income and submits his bank statement
  - ☐ The bank statement includes child support direct deposits

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These kinds of errors may be found during review and may result in fiscal action. If the error is serious enough, you will get an invitation to attend training next year as a part of corrective action.

Information that is acceptable for verification is on pages 73-74 and on the prototype notice III.

## Other errors in verification

- Income information submitted requires change in benefit status, but no change was made
- Income tax form submitted to prove wage income

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These kinds of errors may be found during review and may result in fiscal action. If these errors are serious enough, you may receive an invitation to training next year as part of corrective action.



# ICAVES: Iowa Certification and Verification Excel Spreadsheet

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Go to the Form Download section of CNP 2000. Click on ZIP to open.

Part 1 is for certification or the determination of benefit eligibility. It is also useful for confirmation reviews. Applications that are error prone will be flagged. The directions are also on the Form Download.

Part 2 is for verification. Directions are on each page. On the first tab, enter the information from last year to calculate the non response rate and identify the sampling method your LEA may use. Then go to the tab for the sampling method you wish to use and enter the information for this year to determine the number of applications to select for verification.

The last tab is a record of the results of verification that may be helpful to you to reduce errors and make sure all the steps have been taken.

LEAs are not required to use either tool.

# Verification for Cause

- In addition to regular verification
- REQUIRED if the district knows or reasonably suspects that the application is not correct
- Use the same process as regular verification EXCEPT
  - Start the process as soon as you notice the issue
  - Benefits continue through the verification process

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DO NOT REPORT THESE ON THE VERIFICATION SUMMARY REPORT.

Schools are required to do verification for cause on all questionable applications.

If a household is selected for verification for cause, the verification process must be completed. Refer to page 67 of the manual.

# Reporting

- Changes in the verification summary report made in school year 07-08

## I. Enrollment, Application and Eligibility Information (Pre Verification)

### 1. Type of Free/Reduced Price Application Used

☐ Individual Student ☒ Household ☐ Both

A

n

## I. Enrollment, Application and Eligibility Information (Pre Verification)

### 1. Type of Free/Reduced Price Application Used

☒ Household

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## Lines 4 and 5

- NOTICE that the columns have different dates
- Be sure that the totals add up
- Common error messages when column B is greater than column A...

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If your LEA is small or you have a small number of applications, having one household move away between October 1 and October 31 may result in you having applications in a category but no students or too few students. If this happens, contact the state agency. We can override.

# Reporting, Line 6

- Changes in the verification summary report made in school year 07-08

II. Results of Verification, by Application Type	
6. Type of Verification Used	
<input checked="" type="checkbox"/> Random	<input type="checkbox"/> Focused <input type="checkbox"/> All Applications
<hr/>	
II. Results of Verification, by Application Type	
6. Type of Verification Used	
<input checked="" type="checkbox"/> Basic	<input type="checkbox"/> Alternate-Random <input type="checkbox"/> Alternate-Focused <input type="checkbox"/> No Verifications Performed
<hr/>	

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“No Verifications Performed” may be checked ONLY by schools that had no applications subject to verification or no students who were free/reduced price. No public school in Iowa will be in this category.

## Lines 7-11 and Line 12

- Fill in with your information
- Make sure all the other blanks have 0 (zero) in them
- Line 12: system is closed on Feb 15. No report needed. Fill in with 0

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Make sure that all the columns add up correctly and that this report reflects ONLY THE APPLICATIONS YOU VERIFIED DURING ROUTINE VERIFICATION.



## Line 13 and Line 14

- The date you completed verification
- The corrective action plan, if you completed the process late
- Line 14, email is optional, all else required

## COMMON ERRORS #5

- You completed the verification process after the deadline
- Causes:
  - ☐ You did not send the letters out in time
  - ☐ You had a non-responsive family and you did not follow-up to meet the deadline
  - ☐ Something happened that distracted you
- Correction: a plan to prevent it in the future, held claims

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Claims may be held until a corrective action report is filed and reviewed. This is a serious error. You will get an invitation to training next year.

Corrective action plans must be submitted to describe how the error will be avoided in the future. Acceptable plans may include training additional staff to help, using ICAVES tools to track the process, starting on October 1.

## COMMON ERRORS #6

- You submitted the Verification Summary Report after the due date
- Cause: ????
- Correction: claims held

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This is a very serious error. If the report is not filed on time, claims will be held until the report is filed and reviewed by the state agency. This can sometimes be a lengthy process (several months). You will get an invitation to training next year.

# Reminders

- Determine your sampling technique before October 1
- Set up toll free number
- Determine your correct sample size on October 1
- Select sample on October 1 based on applications on hand and subject to verification on that day

# Reminders

- Use the correct forms
- Set realistic deadlines
- Keep good records
- Complete verification by November 13
- Report between December 1 and January 15

# References

- Form Download: instructions, overview, forms
- USDA Eligibility Manual:
  - [http://www.fns.usda.gov/cnd/Guidance/eligibility\\_guidance.pdf](http://www.fns.usda.gov/cnd/Guidance/eligibility_guidance.pdf)
  - Part 8 and Part 9

# Contacts

- Nancy Christensen, 515-281-5663,  
[nancy.christensen@iowa.gov](mailto:nancy.christensen@iowa.gov)
- Patti Harding, 515-281-4754,  
[patti.harding@iowa.gov](mailto:patti.harding@iowa.gov)
- Assigned NSLP consultants